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IN THE UNITED STATES DISTRICT COURT
FOR THE NORTHERN DISTRICT OF GEORGIA
ATLANTA DIVISION

CIVIL ACTION NO: 1:19-CV-01338-AT

SUZANNE GREENE,
Plaintiff,
vs.
TYLER TECHNOLOGIES,
Defendant.

DEPOSITION OF: SUZANNE GREENE
AUGUST 29, 2019
9:53 A.M.

EXHIBIT B

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Q. (By Mr. McKeeby) So your clients -- I assume you anticipated my next question. Your clients are no longer government entities, I take it, since -- at O'Ryan?
A. That is correct, yes, sir.
Q. They're law firms?
A. That is correct.
Q. And are you -- what's your position?
A. I'm a project manager here.
Q. Do you work out of your home?
A. I do not, no, sir.
Q. What office do you report to?
A. Right in Marietta.
Q. And when did you first start working at O'Ryan?
A. June of this year.
Q. And are you paid salary or by the hour at O'Ryan?
A. I'm paid salary.
Q. Do you receive overtime?
A. I do not, no, sir.
Q. What's your salary?
A. It's 60,000.

Q. And I take it you interviewed for a position at O'Ryan?

A. I did, yes, sir.

Q. And did you present them with a copy of your resume?

A. Yes. Excuse me, let me actually back up a little bit. I didn't give them the copy of the resume there. I had applied on Indeed and uploaded the copy of my resume on Indeed. So they received my resume from Indeed.

Q. Thank you for --

A. Yes.

Q. -- that correction.

(Whereupon, Exhibit 2 was marked for identification.)

Q. (By Mr. McKeeby) I've marked as Deposition Exhibit 2 what's been produced in this case as your resume. Would you agree with that characterization?

A. Yes, sir.

Q. Is this, as far as you know, a true and correct copy of the resume that you presented to O'Ryan in connection with your employment?

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A. Yes, sir.
Q. And did you present this -- well, I don't know how to honor your correction. Do you have an understanding that this resume was presented to other employers as well or just O'Ryan?
A. I don't understand that question, I'm sorry.
Q. You uploaded a resume on Indeed, a job site service; correct?
A. Yes, sir.
Q. This is the resume that you uploaded?
A. Yes, sir.
Q. Were there any other versions of the resume that you utilized since your employment with Tyler other than this document?
A. No, sir.
Q. Did you actually provide this resume to any employers other than through Indeed?
A. No -- hold on, let me back that up. Because I also uploaded this on LinkedIn. So then, I guess that would also

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technically count for other people getting it off of Indeed.
Q. So you uploaded the resume on LinkedIn as well as Indeed?
A. Yes, sir.
Q. And I guess you would agree with me that the resume is truthful and accurate?
A. Yes, sir.
Q. Is -- in terms of your job duties, I understand it's a different kind of software with a different kind of client. But is the project manager position that you have with O'Ryan similar to the project manager position that you had during the first several months of your employment with ExecuTime before the Tyler acquisition?
A. Similar in what ways?
Q. Any ways?
A. So in certain ways, yes, because I am -- I'm actually managing the projects with this company, I'm not assisting.
Q. Okay. And you were assisting while you were at ExecuTime because you were new, as you testified to, and Mr. Jenkins and you worked together; correct?

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course.
Q. What else?
A. Um --
Q. Travel?
A. Yes, yes, sir. And I would travel and do those specific things, like go train people and travel, yes.
Q. Right. Obviously, you're traveling to do some of these things, but you're also traveling as part of your job?
A. Yes, sir.
Q. What other duties did you have, again, just sort of listing them by category? Are there any other duties?
A. Not that I can think of off the top of my head.
Q. We can come back to it if we need to.
A. Okay.
Q. Just so that we're clear, are you comfortable if I refer to the ExecuTime software -- you mentioned that it's divided between time and attendance -- the time and attendance module and the advanced scheduling module. But it all relates to payroll;

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correct?
A. Essentially, that is the end result, is producing the actual payroll.
Q. I mean, that's what the objective of the software is, to make sure the payroll is done properly; correct?
A. So we don't actually do the payroll portion, but to make sure that the time is accurate, yes.
Q. And the time needs to be accurate because if it's not, then the compensation won't be accurate?
A. That is correct.
Q. So you would agree with me that -- that it was critical that the software be -- that the software perform correctly?
A. Yes, sir.
Q. And, for example, as I understand it, before you could quote, Go-Live, unquote with the software, you actually had to have two test runs before the hand to make sure the software was operating properly; correct?
A. That is correct.
Q. And the concept of going live, tell me what that means.

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testing, for the most part.

Q. Did you ever have a situation after Go-Live when the software didn't work properly that you were involved in while you were at Tyler?

A. After the Go-Live? I'm just -- I'm trying to just think if there were any situations, because essentially, once they Go-Live, they go over to support. So I don't deal with them, once they go to support, they're off my plate and I'm completely done with them.

Q. And there's a concept of being passed to support; correct?

A. Yes, sir.

Q. And that's at the end of the implementation process?

A. Yes, sir.

Q. And is that before or after Go-Live?

A. After Go-Live, the project manager then steps up to transfer them over to support.

Q. And the project manager would consult with you in connection with passing

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the client to support; correct?
A. Yeah. Well, they're involved the whole way, so they know where the client is. And because we were in so much contact with different scenarios, when I would reach out to the project manager, they knew where the client was, you know, the whole time through parallel testing and stuff.
Q. They knew -- the project manager would know based on communications from you?
A. That is correct, yes, sir.
Q. And so you would be updating the project manager periodically about how the implementation was going, were they meeting deadlines, were they ready to be passed to support, that type of thing?
A. Yes. And the project manager also -- so different project managers handle it currently.
Q. Okay.
A. When I was with Talia, she would request and receive all of the checklists throughout the process. So she knew very well where everyone was at, because she's requesting the documents that are needed to

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A. Yes, sir.
Q. Okay. And would you be on that call typically?
A. I just started being on those calls probably around December or January, but before, no, I was never on those calls.
Q. And just so we're clear, support is a different service that the client purchases when they buy the ExecuTime software; correct?
A. I'm not sure how that goes on the sales side.
Q. Okay. But you know -- you would review the client contracts as part of your preparation for particular implementations; correct?
A. Yes, sir.
Q. But those contracts didn't discuss support or you just don't remember?
A. I don't recall. That may have been something that was just included, but I -- honestly, I'm not sure.
Q. And did you have discussions with your project managers about where clients were as to whether or not they were ready to be

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passed through support?
A. Yes.
Q. And what would that be based on?
A. If there were any issues that they ran into, if the time wasn't matching up correctly, I mean, there could be numerous different things that could prevent a Go-Live.
Q. Well, I'm not talking about a Go-Live, I don't think. I was saying, okay, being passed to support -- which I understood occurred after Go-Live?
A. Right. So essentially you have to Go-Live to go to support. So my apologies.
Q. No, that's all right. But I'm going to make sure you were answering the question you thought you were answering. So in order to be passed to support, you had to make sure that there were no technical issues, I guess?
A. Yes, sir, that's correct.
Q. Okay. And you would discuss those issues with the project manager?
A. If needed, yes.

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Q. And the project plan has various deadlines?
A. That the project manager does, yes.
Q. Okay. For training?
A. Uh-huh.
Q. For integration?
A. (Nodding.)
Q. Yes?
A. That is correct, yes, and the project manager sets all of those dates.
Q. Okay. So that's a checklist that you have when you take over -- when the implementation is handed off to you?
A. I can see the dates, yes.
Q. Were there any situations where you had to -- you being Tyler, had to postpone a Go-Live date?
A. Oh, yes, for sure. That was not uncommon.
Q. That could be the result of technical issues?
A. Could be -- it could be technical issues, it could be time not adding up. It could be they just need more time. I

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mean, it could vary on numerous different things.

Q. Need more time to do what?

A. To maybe, you know, get more people in the application or whatever it is that they may need more time for. Sometimes they have other things coming up or other projects, things of that sort.

Q. And that could, for example, delay the training?

A. It could, yes, sir.

Q. Did you ever have a situation where you delayed a Go-Live date because the training wasn't going well in the sense that the users -- I know there's power users and end users, but in situations where the users weren't picking up on the training as well as you thought they should have?

A. I mean, there has been situations; like there was one client where it was majority older -- I guess you could say seasoned people.

Q. Fair enough.

A. And with that, a lot of them didn't even know how to work, like, smart

phones. I actually had to go on site and do a little bit more hand holding. So depending on the client, situations like that could happen, yes.

Q. What client was that?

A. Alexander County, they were in North Carolina.

Q. Okay. Did you have to delay the Go-Live date with them?

A. They drug their feet for a while. They were actually around for a couple of years because they were -- how is a nice way to put this. They were kind of doing their time, like, old school, where they were writing it all down on paper and -- yeah.

Q. But that's a situation where the Go-Live date had to be changed?

A. Yeah, multiple times with them, they were around for a while. They kept putting it on -- because what you can do is put a project on hold, quote, unquote, where you basically put it on hold and then you pick back up when the client's ready.

Q. And is that a situation where you

went to the customer's location to do what I'll call on-site training?

A. Once I went on site, we were able to move through with the actual project. But I did go on site for them, yes.

Q. Was it -- on that project specifically, was it not originally contemplated that you would be going on site?

A. I'm not sure. The project manager discusses all of that.

Q. Okay. Did you report to the project manager what you observed in terms of the training in that example?

A. Well, with that actual training, I only went on site for the power user training.

Q. Okay.

A. But yeah, I let her know they were elder and they were -- seasoned, I'm sorry, they were having a little bit harder time using the software.

Q. Got it.

And that ultimately resulted in a delay of the original Go-Live date?

A. Well, yeah, but they were --

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once I got them, they had already been lingering for about a year and a half with ExecuTime.
Q. Okay. But was it -- was there another Go-Live date that had to be postponed as a result of them being slow learners of having trouble using the software, for whatever reason, be it their seasonedness or otherwise?
A. Yeah. I want to say we had to push it out slightly, but it wasn't like another year or anything. They just needed a little bit more time to work in the application.
Q. Did -- what was the -- maybe a question that you can't answer but I'll ask it. Was there a typical duration of implementation process?
A. Typically, yes, about 120 days.
Q. Okay. Now, does that 120 -- I understand that's going to vary depending on some of the factors that we've already touched on. Is that a period that would be set forth in the contract?
A. I'm not sure they put it in the

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A. So essentially, when I get the actual client, I go through with the client and do, like, a power user training. And -- excuse me, let me back up.

Prior to the power user training, I go through the questionnaire and the solution design that the project manager had put together from the actual client. So I go through the information that they have gathered based on their specific policies and procedures.

Q. Based on the client's specific policies and procedures?

A. Yes, sir, that is correct. So based on the client's specific policies and procedures, and then I would do --

Q. Now, what are you reviewing? I'm sorry to interrupt.

A. The questionnaire and the solution design that the project manager put together with the client.

Q. Okay.

A. So they went through a series of questions with them and kind of noted, you know, everything down.

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Q. These are two separate documents?
A. Yes, sir.
Q. You would review those -- is this after handoff or before handoff?
A. This would be around the time of handoff, I would go through the documents.
Q. What would be your objective in reviewing the questionnaire and the solution design?
A. To see what their policies are and how the application needs to be set up. Because there are certain things that I would need to turn on -- like, in the system admin preferences, I guess we can call it, like the preferences option, where, for example, maybe some places use comp time and some places do not. It's as simple as going under the preferences and checking a box to allow them to actually use it.
Q. And you would know from the questionnaire -- or I guess both the questionnaire and the solution design, for example, whether or not this particular client used comp time?
A. Yes, sir.

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Q. And that would affect the initial setup?
A. Yes, sir.
Q. Would that be the next thing you would do in the process, would the initial setup?
A. Yes, once I go through the solution design and the questionnaire, then I do pretty much like a generic setup so to say, based off of their solution design for the power admin training that I'm going to do with them. Because I want to allow them to be able to see how they would use the software.
Q. Okay. And then would the next step in the process typically be the power admin training?
A. Yes, sir. Typically, yes.
Q. And that could occur either remotely or on site; correct?
A. Yes, depending on what the client and the project manager discussed.
Q. In terms of the implementations that you performed, generally -- or approximately, what percentage were remote

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versus on site, in terms of the training?
A. So some clients would only do power admin on site. And then they would split up and do some of the end user, super user remote. Some would do it vice versa. So it really depends.
I would guesstimating about 40 percent of them would go -- like 30 to 40 would do onsite on different portions of the training.
Q. Okay. So -- so I think you answered my question but I want to make sure. So of all of the implementations that you did at Tyler, you were actually at the customer location approximately 30 to 40 percent of the time?
A. Around that, yes, sir.
Q. Okay. And the reason that you were on site could vary too, but typically would involve power user training?
A. Typically, yes, sir.
Q. And it may or may not involve end user and super user training?
A. Yes, sir.
Q. Okay. So I guess the -- we've

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my -- I guess you could say kind of like a calendar, so to say, of when these items are due.

Q. Okay.

A. I'll use that for --

Q. So the project plan contains the deadlines?

A. Yes, sir.

Q. Within these checklists?

A. Yes, sir. And additional details about what exactly is due on the checklist, it kind of breaks it all down for them.

Q. And because you were dealing with multiple implementations at any one time, that's what you mean when you have to manage the client implementations simultaneously?

A. Right.

Q. And so you would have to determine your schedule from week to week based on these deadlines?

A. That is correct, yes, sir.

Q. It wasn't like every week you got a schedule saying, hey, you need to do this on a particular date, and then Wednesday you need

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do initial setup for this project, and on Thursday, you need to do end user training? You didn't get itemized schedules delineating your functions on a week-to-week basis?

A. No, I did not.

Q. That's a true statement?

A. That is a true statement.

MR. HERRINGTON: Sir, would you repeat that question?

MR. MCKEEBY: No.

MR. HERRINGTON: Can you read it?

When lawyers say, Is that a true statement, I get worried.

MR. MCKEEBY: Oh, no, I just thought we had a double negative there.

MR. HERRINGTON: Okay.

MR. MCKEEBY: And I'll not repeat the question, I'll ask the court reporter to read it back.

(Record read.)

MR. HERRINGTON: Okay. Thank you.

MR. MCKEEBY: Okay. All right.

MR. HERRINGTON: I thought she

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Q. But you do lead the teams?
A. As far as when their due dates and things are concerned, I will reiterate that, yes.
Q. And the project objectives, how did you know what the project objectives were?
A. That was based off of the project manager. And what was within the actual project plan. So even though the project manager already goes through that with the client, it's still my job to make sure they understand they have to stay on that track.
Q. But you had to understand what the project objectives were?
A. Yes, sir, like as far as the checklists and things are concerned.
Q. You would determine those objectives by reviewing the solution design and the project plan?
A. More so the project plan. Because the solution design more so gives information of their internal policies and procedures and the project plan is what the project manager puts together, actually,

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putting dates for their deadlines.
Q. The next bullet and then we will take a break, if that's okay?
A. Sure.
Q. Strong leadership and delegation skills. To whom did you delegate tasks?
A. To the client.
Q. What kinds of things would you delegate to the client?
A. I would do certain things like, let's say, we had the power user checklist, so it's already listed out as far as what they need to do. And I would just delegate and say, okay, these are the specific items that need to be completed by this date, pretty much like reiterating the project plan that was already put together.
Q. So you're delegating particular functions associated with the implementation process to someone on the project team?
A. Can you repeat that for me?
MR. MCKEEBY: Can you read that back?
(Record read.)
THE WITNESS: Yes.

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be to perform the training?
A. Most of the time, yes.
Q. Okay. And then the next part of the fourth bullet says, "Track project against timeline, milestones and budget and revise as needed"?
A. That is correct.
Q. What would you be revising?
A. So with that, if there was something within the progress -- I'll just give you an example. Let's say that they're behind schedule as far as doing the end user, super user training, so prior to the trainings, there's generally a checklist that is required prior to. So, for example, you have the power user checklist, that's supposed to be completed prior to the end user, super user. If it was not, then at that point, I would reach out to the project manager to let them know, hey, this needs to be revised, we may need to push out the date, and then they would actually update the project plan.
Q. Okay. So you wouldn't actually revise the -- the revise in that bullet in

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your resume doesn't mean changing the actual terms of a document?
A. No. That's not what that means there, no.
Q. Right. It means communicating that something needs to be changed and then the project manager would make that change?
A. That is correct.
Q. Got it. Okay.
I set up the question about the training and I didn't ask what I wanted to.
So when you're at -- when you're training at the facility -- and I understand sometimes it happened on the web training too, where you weren't at the facility?
A. Yes.
Q. But when you were at the facility doing the training that you described, you're there by yourself; correct?
A. Sometimes.
Q. Typically?
A. Typically, yes.
Q. Okay. Who else, on those occasions that are atypical, would the project manager might also be there?

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So milestones are essentially -- they're kind of like a checklist so to say. But that's something that, you know, I would make sure that whatever the project manager put within the project plan, I need to ensure that the client's essentially meeting those.

Q. But is milestones the same as a deadline?

A. Pretty much, yes, sir.

Q. Okay. And if the client wasn't meeting a milestone or deadline, you would communicate that to the project manager?

A. Absolutely.

Q. And that's the kind of thing that might result in postponing a Go-Live deadline?

A. That could be one of the many reasons, yes.

Q. Now, what is the budgeting -- what is the budget -- the "Track progress against budget" mean?

A. So the budget, each client can purchase different amounts of hours. So depending on how many hours they had, that would be communicated from the manager to the project manager and myself.

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And for a short period of time, we were updating the actual -- within the project plan, there was a portion that would show the hours they had and then it would subtract the time that we were working on that. So if they got under, I believe it was 10 or 12 hours, then I needed to notify the project manager so then they can speak to the client and have them purchase more hours, if necessary.

Q. Okay. Did you ever recommend to the client that they might need more hours?

A. Not unless I spoke to the project manager first, no.

Q. Okay. You would recommend -- you would alert the project manager to the fact that they needed more hours based on the budget?

A. That is correct.

Q. Okay. And when you're saying "hours," you're meaning training hours?

A. Right. Yes. Yes, sir. And those hours could also be used for some troubleshooting and setup and things of that sort as well.

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amount based off of what the project manager set up.
So it would actually -- all I would do is enter in the time that I worked that was actually billable, and it would deduct it automatically, so I didn't really have to factor anything.
Q. Well, but you did have to track the budget; correct? Is what your resume says or?
A. Yes. Yes. Yes, sir, that is correct.
Q. Okay. Now, am I right that there are -- one of the things that you did at the initial stage of an implementation would be to review the contract; did you do that?
A. Yes, sir.
Q. Okay.
A. I would briefly look over the contract; I didn't go into much detail with that.
Q. And would you agree with me that there were different types of contract options that the client had?
A. Yes, sir.

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things you did was "Provide effective training to maximize the use of the software"?
A. Yes, sir.
Q. So is it a true statement then that the effectiveness of your training affected whether or not the customer, client was able to maximize their use of the software?
A. Not necessarily, because it depends on if they're -- for example, like my seasoned client where my training was still the same as I do with every other client, they were just having a harder time understanding.
Q. Right. So I understand that effective training might not always lead to maximization of the use of the software. Right?
A. Yes.
Q. But if you provided ineffective training, you wouldn't expect that the maximization of the use of the software to occur; correct?
A. Correct.
Q. And then the last two bullets are

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Q. Okay. And how would you become aware that these problems were occurring? The client would advise you or were you able to see this during training or through some other way?

A. They would communicate that with me.

Q. Okay. They might communicate that to you during a weekly call, for example?

A. Absolutely, yes.

Q. Can you think of an example where an issue like this was communicated to you by a particular client?

A. I mean, Turlock, California, is a good example, because they used to run into different issues. One they had even -- was a visual issue within the application. So those types of troubleshooting would not be billable, but of course, we would still have to complete the troubleshooting.

Q. How did you know what was billable and what wasn't? Or did you make that determination?

A. Well, we would make the determination based off of the list that our

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implementation manager had sent out as far as what's billable and what is not.

Q. And troubleshooting wasn't on the list?

A. Well, certain troubleshooting is, yes. But if it had something to do with a defect, then no. You would basically troubleshoot and not bill the time.

Q. Okay. And so what troubleshooting would not involve a defect?

A. Overtime not populating, that's not a defect, that's just either the correct employee is not attached to the correct policy, that could be something as simple as under the preferences in the back end. But that's not necessarily a quote, unquote, defect.

Q. So when -- a situation when overtime wasn't populating in the software, would that be something you could address and fix yourself or would you have to escalate that?

A. Generally, that type of troubleshooting, I would be able to fix, because it's not very technical. It's just

basically trying to copy the error that they're receiving.

Q. Were there types of errors that you trouble shot and then determined that you could not fix?

A. Absolutely.

Q. And those you would escalate to the...

A. First the project manager and then it would go to our tech team, which we would submit a ticket for them.

Q. Who would prepare the ticket?

A. I would.

Q. And when you say the "tech team," is that a group that sits in Little Rock or was it a group that sits in Little Rock?

A. Not all of them are in Little Rock, because we have probably more remote employees than we do in office, but some of them are in Little Rock, yes.

Q. Would there be a specific tech person to whom you would submit the ticket?

A. No, it's whoever is available. It would go to a queue and I'm not sure how they distributed it on their side.

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Q. So you wouldn't get the contract at that point to review?
A. No, generally, we would have to go look up that information. We had, like, a shared drive where a lot of documents would be held at.
Q. Okay. So the notification from the implementation manager of the assignment would trigger your responsibility to look up the documents?
A. Yes, sir.
Q. And by the documents, at that point, we're talking about the contract with the client?
A. The solution design -- or well, excuse me, I'm sorry, solution design hasn't quite been there yet. Once it was my turn to take the project, that's when I would look up the documents; I didn't generally go in and look up the documents when it was assigned to the project manager.
Q. What documents could you have looked up when it was assigned to the project manager? You could look at the contract?
A. Just the contract at that point,

Suzanne F. Greene
Cell [redacted]
E-Mail: [redacted]

Objective: To obtain a leadership role in a company which offers opportunities for career advancement in a team oriented environment.

Employer: Tyler Technologies
Title: Implementation Consultant
Duration: February 2016 – Present
Job Duties

- Manage multiple client implementations simultaneously, while meeting all project plan deadlines.
- Build, lead and direct project teams to meet project objectives
- Strong leadership and delegation skills
- Set clear expectations and goals for project teams. Track progress against timeline, milestones and budget, revise as needed
- Hold regularly scheduled meetings with the client to ensure that milestones are met
- Provide software application training using a variety of delivery methods including web-based and on-site training
- Coordinate new customer implementations, providing effective training to maximize use the software
- Excellent communication (written and oral) and interpersonal skills
- Effective at engaging with people from all backgrounds and work industries

Employer: Allconnect
Title: Sales/Customer Service
Duration: August 2015 – January 2016
Job Duties:

- Detail oriented in order to ensure accuracy of information delivered to consumers and recorded for processing
- Utilizes consultative selling techniques to present key selling points, features and benefits while remaining focused on the customers' needs and expectations
- Demonstrates persistence, manage objections and strive to improve my skills and sales performance
- Effectively communicates and build relationships with customers to provide a world class customer experience
- Consistently exceed monthly sales objectives
- Effectively executes the entire sales process from opening to close while ensuring customer satisfaction

Employer: Highland Mortgage
Title: Loan Partner 1/Production Assistant
Duration: April 2014 – July 2015
Job Duties:

- Deliver performance excellence to mortgage/loan customers to ensure the origination of the relevant and appropriate loan products to meet their financial needs
- Observe the servicing practices of the mortgage branch team and management level associates from the customer perspective to develop and implement performance improvements
- Partner with manager and team to ensure operational excellence of the center and maintain a high level of customer satisfaction.
- Monitor the daily activities of the Branch including workflow, forecasting and customer satisfaction.

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- Develop marketing strategies to build our customer base and maintain our current customer portfolio
- Create workforce stability by cultivating a productive and enthusiastic business team.
- Review team performance with manager and reinforce the accountability expectations for team and self.
- Establish communication, training and reporting processes to ensure the branch is operating to most current operational and security processes.
- Coach new hires to demonstrate professionalism, discretion and independent judgment, when performing work responsibilities.

Employer: Verizon
Title: Sales/Customer Retention/Service Representative
Duration: July 2006 – September 2013
Job Duties:

- Serviced 150 calls per day and resolved customer service inquiries on account related issues
- Achieved and maintained exceptional quality, productivity and sales results.
- Analyze customer portfolios to determine the best cross sell and upgrade opportunities
- Motivate team to maximize potential in all aspects of their job.
- Excellent verbal communication recommending relevant products to customers to deepen their business relationship with company
- Consistently exceeded incentive plans for top performing associates.
- Partner with executives to identify process improvements and develop counter measures to prevent the regression to previous ineffective performance practices
- Research and resolve escalated issues for customers and/or clients in an efficient and timely manner while transitioning to sales
- Take ownership for the resolution of customer complaints and resolved them in a manner that would ensure the retention of high valued customers
- Manage upset customers, conflicts and challenging situations
- Coached new team members to make a smooth transition to the live environment

Skills:

TSYS (Total Systems), Frontier, Microsoft Word, Excel, Outlook, and Power Point,